

InTRAC
Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired

June 21, 2017

Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-A325
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech
Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Commission Secretary:

Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2016 through May 31, 2017. I have enclosed:

- Sprint Relay Indiana FCC 2012-2013 Complaint Log
- Letter from Relay Provider, Sprint

All of the consumer complaints regarding Relay Indiana Service have been resolved satisfactorily under 180 days. Sprint Customer Service recorded two (2) complaints and a narrative of resolution accompanies each customer call. No complaints were filed directly with InTRAC. Sprint's attached letter addresses that the number of interstate calls will be filed directly with the FCC as a sealed document.

If you need more information, please contact me at 317-334-1413 or by email, ginny.barr@relayindiana.com

Sincerely,



Ginny Barr
Executive Director

Enc.



Sprint
Accessibility

Indiana FCC Complaint Log

2016 - 2017

Complaint Tracking for IN (06/01/2016-05/31/2017). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/02/16	Rural Indiana voice customer cannot connect to Relay using 711. Local technician cannot figure out the problem. Relay TRS Customer Service opened a trouble ticket. Follow up requested to phone technician.	06/02/16	This was fixed and customer can make calls.
2	02/14/17	Customer reported seeing Please stay on the line your captions will be available shortly in her captions on the CapTel 840PLUS.	02/14/17	Customer Service Representative apologized to the customer for the additional wait time to connect with a Operator. Customer Service Representative recommended the customer continue to hold for the next available Operator. Alternately Customer Service Representative suggested the customer may press the captions off and on again to re-connect. Customer Service Representative noted this added answer time was the result of higher call volume in our Call Centers at the time they attempted their call. Customer Service Representative confirmed customer was able to make their captioned call successfully.

Date Generated: Fri, Jun. 2nd, 2017 @ 07:49:34 AM CT



June 16, 2017

Ginny Barr
Executive Director
Indiana Telephone Relay Access Corporation (InTRAC)
7702 Woodland Dr., Suite 130
Indianapolis, IN 46278

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Barr:

Sprint has provided you the following information to support your filing with the FCC for the State of Indiana:

- An annual Complaint Log which includes complaints received between June 1, 2016 and May 31, 2017 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.



- Paper Filers: Parties who choose to file by paper must file an original and one copy of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW, Washington DC 20554.

This is due to the FCC on or before Friday, July 1, 2017.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

The FCC reminds certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that they must submit to the Commission the name of a contact person or office, or both, for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include, at a minimum, the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, fax number, e-mail address, and web address for that office; and the physical address to which correspondence should be sent.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in cursive script that reads "Emma Danielson".

Emma Danielson
Customer Relations Manager
Relay Indiana

Attachments:

- 1) Log Sheets
- 2) FCC Public Notice